Web*Office* Web Conferencing

Product Summary

WebOffice conferencing service lets both small and large groups of people share presentations and documents in real time over the Web. The service also delivers handy tools for collaboration, including chat rooms, whiteboards, document annotation, and application sharing, Users are able to host online conferences using their Web browsers, sharing information files, applications or documents in a secure interactive environment with other users and guests.

Standard Product Features

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• Your own unique Web*Office* URL
• Multilingual support
• Easy conference setup
• A portal window with a directory of your contacts
• The ability to invite attendees to your conference
• Instant messaging
• Start data collaboration with one mouse click
• Sharing documents and presentations
• Sharing applications
• The ability to annotate documents, presentation, and shared applications
• Chat board
• White boarding
• Save and print conference
• Firewall and proxy friendly
• Document encryption
• Voting/Polling
• Remove participants from a conference
• Zoom/Views
• Remote control

Product Benefits

Web Conferencing Benefits
• Deliver cost-effective, easy-to-use collaboration capabilities across disparate networks, accelerating innovation and enhancing productivity.
• Empowers individuals and groups to communicate spontaneously, flexibly and efficiently.
• Make decisions more quickly
• Move projects ahead with daily dialog
• Engage learners with lively, interactive instruction
• Available anywhere

- Strengthen virtual teams
- Scalable, reliable, and secure
- Real-time collaboration
- Facilitates use, with no end-user training or configuration required.

Security

Web*Office* offers many security features. Password protection, document encryption, meeting threshold for attendees and the ability to lock a conference at any time ensures that only desired participants can enter a conference.

How does Web*Office* work?

Polycom Web*Office* is based on client/server system architecture. A server, located in the Department of Enterprise Technology data center, hosts the virtual web offices. All necessary client software is downloaded from the server and installed on the user computer. Web *Office* is a web-based application, and can be accessed on the LAN or through the internet. You can work in your web office from any location, at any time; all you need is Internet access and your server's address. At this time, Web*Office* does not include audio or video capabilities.

WebOffice Users vs. Guests

People outside of your office, who are not Web*Office* users, can also access your Web *Office* without downloading or installing software in advance. Guests simply enter the address of your Web *Office* in their Web browser. Once they access the server, all necessary software is automatically downloaded and installed on their computer, making real-time collaboration available to everyone.

Guests can join conferences and no software needs to be installed. Guests can join a meeting using a Window, Linux Unix or Mac operating systems, and from different browsers, for example Netscape, Mozilla, Opera, Internet Explorer and Internet Explorer for Mac.

Guests have limited abilities, for example, they can view all shared content in a meeting; however they cannot share any content and cannot upload a document of their own. The following table details the available functionalities in WebClient versus the Web*Office* Meeting.

Feature	Web*Office* User	Guest
Document sharing	Yes	View/browse between slides/documents
Whiteboard sharing	Yes	View/browse between slides/documents
Meeting Presenter	Yes	Yes
Annotation	Yes	No
Application sharing	Yes	No
Desktop sharing	Yes	No
Voting	Yes	No
Snapshot	Yes	No

DTS Responsibilities

DTS Responsibilities
Provide accurate and current product documentation on DET product web site.
Maintain the Web Conferencing contract, provided by vendors.
Provide customer billing on the monthly DET bill.
Work with vendor to ensure customer satisfaction.
Maintain 99.5% or better uptime, excluding scheduled maintenance.
Schedule maintenance during off-hours whenever possible.

DET Customer Support

DET Customer Support
Customer support is available 24/7 by calling DTS Help Desk at (801) 538-3440 or (800) 678-3440 or visiting http://its.utah.gov/reportaproblem/reportaproblem.htm.
Problem resolution is managed through industry best practices using the Remedy Help Desk application.
Problem priority is based on importance of system affected, severity of system degradation, and number of affected users.
Web submissions are monitored during normal business hours (M-F 7:30 a.m. to 5:30 p.m.).
Response to submitted problems is two business hours for low and medium priorities, one clock-hour for high priorities, and, thirty clock minutes for urgent priorities.
Response to escalated problem submissions not resolved by Help Desk is within two Business-hours for low and medium priorities, one clock hour for high priorities, and, thirty clock-minutes for urgent priorities.
Target problem resolution is two business days for low and medium priorities, eight business-hours for high priorities, and two business hours for urgent priorities.
Resolution performance and escalation performance are measured regularly.
Customer satisfaction is measured regularly.

System Requirements

System Requirements
Internet Explorer 4.0 or higher / Netscape 7.0 or higher
PC with Windows 2000/XP
Internet connection

Product Rate

Monthly cost: $30/user unlimited usage

Product Provisioning

An order form is available on the http://its.utah.gov web site. Select ***Products and Services,*** and finally, ***WebOffice Web Conferencing.*** The order form can be found in the right panel. Complete the Order form and hit submit. Upon submission an order will be issued to the order desk to initiate billing, and an order will be sent to production-hosting for the creation of the account. Your userid, password and recommended browser settings will be emailed to you after your account has been configured. If you need assistance, please contact your Customer Relationship Manager.

Product De-provisioning
The same order form used to provision the product will be used to de-provision the service (see preceding paragraph for more information). Upon submission of the form, an order will be issued to the order-desk to cease billing, and an order will be sent to production-hosting for the deletion of your account. An email will be sent to confirm account deletion. If further assistance is required, please contact your Customer Relationship Manager.

Training

A technical document can be found on the Product Description page. This technical document addresses common browser configurations along with other FAQs. A copy of this document will be mailed to the customer with their userid and password upon account setup completion.

Product Agreement

DET and the Customer agree that this Product Description constitutes a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day-written notice. Product and/or Service Rates listed are in accordance with the approved DET Rate Schedules.